



February 16, 2023

Robert Hoch Testimony Re: SB989

Hello, my name is Robert Hoch, and I am responsible for overseeing and leading our operations in CT for Complete Care. We currently have close to 1000 skilled nursing beds as well as some residential care beds. We also employ over 1000 employees currently. I've been a healthcare professional for 26 years but in all honesty, I've been in nursing homes since I was young enough to walk and probably even before that as my mother is a retired Director of Nursing and administrator.

I am testifying because I want the Human Services and Aging Committees to know how a new staffing mandate won't help our seniors in the state of CT at this time. Let me explain why...

I can safely say that I speak for all providers in CT when I say that we AGREE that we need more staff and we WANT to hire more staff. The reality is that the pandemic decimated the available workforce across the healthcare continuum. Many facilities aren't even close to their pre-pandemic levels of staffing. We need our government to understand the issue and stop writing bills that don't serve our seniors and most vulnerable neighbors in CT. We NEED our legislators to put their shoulders right next to ours and HELP us find new and creative ways to increase the workforce pool.

At Complete Care we have highly trained healthcare recruiters dedicated to recruiting licensed staff. We spend approximately \$10K a month on job postings in CT. In addition to in-house recruiters our Nursing Home Administrators, Directors of Nursing, HR folks, and our Staffing Coordinator are attending job fairs, partnering with schools, and doing everything possible to retain our current staff, and this is on top of the already demanding work they do every day.

Currently, we have close to 150 open positions in CT. We know that only 5-10% of certified nursing assistants sourced are hired. But this doesn't really tell the full story, so let me put this more clearly for you. At CC, we sourced 257 CNA applicants in January, which led to 49 interviews. Of that, we were able to hire 15 CNAs. That's a 5.8% hire rate.

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This SB 989 Staffing Mandate Bill doesn't pass the commonsense rule. You don't have to be a mathematician to understand this math. Assuming every nursing home is running a 3.0 HPPD which we all know isn't accurate...to get to a 4.1 HPPD, centers would need to add over 3000 nursing hours per month or 300 per day, which equates to an additional 13 nursing employees EVERY DAY for over 200 nursing homes. That's an additional 2600 nursing home employees EVERY DAY in CT. That means, CT nursing homes would have to source 52,000 more applicants to hire 2600 more employees. Of course, these are approximate measures, but it clearly drives home my point that common sense has to prevail here.

I implore the committees to step back and work with us, put resources and monies toward solving our real crisis which is increasing the available labor pool for healthcare facilities. Please do not pass this arbitrary, ill-timed, and unrealistic staffing mandate by voting "No" to SB 989 for all the reasons above and from everyone else here today.

Thank you for your time!

Respectfully submitted,

Robert J. Hoch, NHA
COO & Partner for CT

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